ABSTRACT

A centralized error processing system receives error messages from one or more clients. The error messages identify an error that has occurred on the client's system. The error messages are funneled from the various clients to the centralized error processing system for error analysis and resolution. Preferably, the errors are provided from the various, potentially disparate, computer systems in a common format. The format preferably includes a plurality of fields of information that includes an event identifier, a date/time field, a server identifier, a business string, a severity level, and a message. The business string field comprises a dash ("/") delimited string comprising a plurality of elements that specify such information as a customer identifier, a business designation, a product code, a product type, a managed object type, a type, an agent an a manager identifier.